

EXCEL
LONDON

If you have any
questions, please
feel free to call us
on 020 7069 4000

www.excel.london

Emergency
procedures



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To call from an external line, add the prefix

020 7069

followed by the extension numbers listed below

In any emergency i.e.

Medical, fire, security,
unattended packages

4444

Security enquiries

4445

Medical enquiries

5556

Telephones are located
at all entrances & exits
from the halls.

Fire



On discovering a fire

Break the glass on the nearest manual call point (coloured red), which are located adjacent to all exits, or contact the Security Suite by dialling **4444** on an internal telephone or **020 7069 4444** immediately.

Only if you have been trained and it is a very minor fire and is safe to do so, tackle the fire with the nearest suitable fire extinguisher. Always ensure that there is a safe exit route before attempting to extinguish any fire.

In the event of a fire report

You will hear the following instructions broadcast over the public address system:

**“Attention please, attention please.
Mr Goodfellow report to the security suite.”**

Take no immediate action, stand-by and wait for further instructions and prepare to evacuate.

Remember, **do not put yourself at risk.**

Evacuation



If an evacuation is necessary you will hear the following announcement broadcast over the public address system:

**“Attention please, attention please.
Here is an important announcement.
It is necessary to ask everyone to leave
the building. Please make your way calmly
to the nearest exit. Do not return to your
vehicles. Everyone will be re-admitted as
soon as possible.”**

Use the nearest available emergency exit route to the appropriate assembly point.

In the unlikely event that an evacuation is necessary please remember to take your visitors with you.

Cancellation




The fire procedure is cancelled by the following instructions broadcast over the public address system.

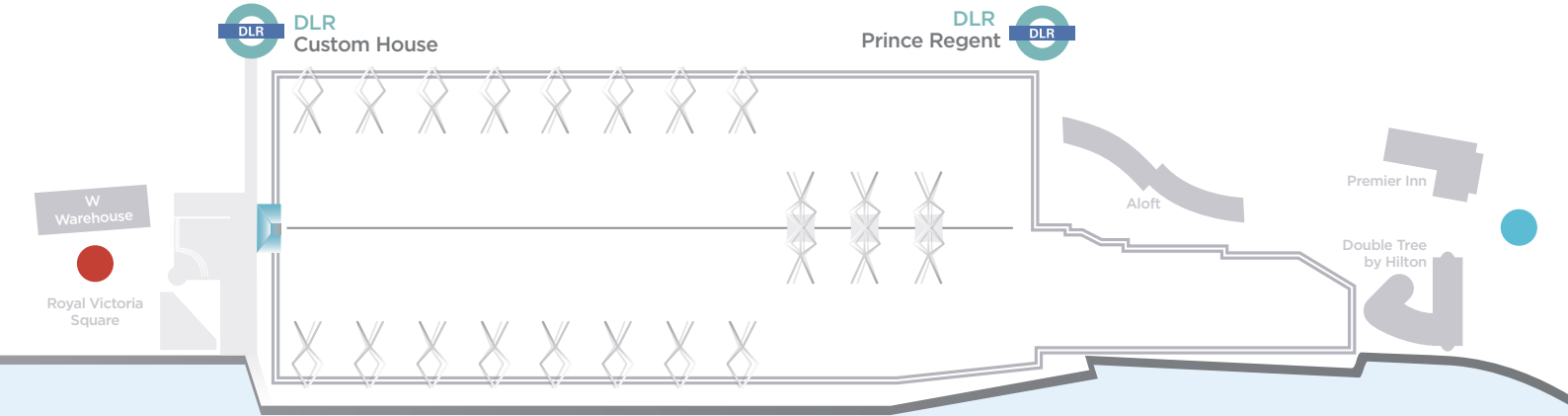
**“Attention please, attention please.
Mr Goodfellow is no longer required.”**

Assembly points



 West assembly point

 East assembly point



R O Y A L V I C T O R I A D O C K S

Security information



Unattended items

- Do not touch or move any suspicious item.
- Remain vigilant at all times, Vigilant behaviour by staff and members of the public can disrupt potential attack planning.
- Be aware of suspicious people, incidents and packages.
- Please refrain from using two way radios or mobile phones near any suspect packages as they are not intrinsically safe and could set off any potential explosive device.
- Report them to the Security Suite, by dialling **4444** on an internal telephone or **020 7069 4444** immediately.
- Follow the instructions that you are given.

Remember, always be alert and never look after items belonging to other people.

Bomb threat

In the event of a bomb threat, you will hear the following announcement:

“Attention please, attention please. Staff call 100.”

- Do not leave the building.
- Inform your colleagues, and then assist in searching for suspicious objects in your work area.
- If nothing is found, tell your Fire Warden, who should report “Area Clear” to the Security Suite immediately after the search on internal **4444** or in person if necessary.
- If you find a suspicious object, **DO NOT** touch or move it. Calmly clear the area of people and report to the Security Suite immediately on internal **4444** or in person if necessary.
- The Emergency is cancelled by the announcement:

“Attention please, attention please. Staff call 100 is cancelled.”

Telephoned bomb threat

- Remain calm and listen carefully.
- Write down all that is said.
- Try to discover:
 - Where is the bomb located?
 - When is it going to explode?
 - What does it look like?
 - What type of bomb is it?
 - What will cause it to explode?
 - Did the caller plant the bomb?
 - Why?
 - Any other useful information?
- Write down the exact time of call.
- Please note down any background noises that can be heard or any accent the caller may have. This could all be valuable information when passing details over to the emergency services.
- Inform the Security Suite, by dialling **4444** on an internal telephone immediately.

Medical emergencies



The Medical First Aid room is located on level 0 between N4 and S4 boulevard shutters down the stairs.

- For medical enquires dial **5556** from any internal telephone.
- In the event of a medical emergency dial **4444** from any internal telephone.
- If possible give the following information:
 - The location
 - The problem
 - Is the patient conscious?
 - Is the patient breathing?
 - Their approximate age
 - Do they have chest pains?
 - Are they bleeding?